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## ACCESSIBILITY FOR ONTARIANS WITH DISABILITIES

### The Why

Libro Credit Union is committed to providing a safe, supportive and respectful environment that provides accessible service in a manner that respects the dignity and independence of persons with disabilities. Libro supports the principles of integration and equal opportunity. We will meet the needs of persons with disabilities in a timely manner by preventing and removing barriers to accessibility. We respect and celebrate the diversity of people who make up our communities.

### Multi-Year Accessibility Plan

Libro Credit Union has developed a multi-year Accessibility Plan outlining the strategy to prevent and remove barriers from its workplace and to improve opportunities for persons with disabilities.

The multi-year Accessibility Plan will be reviewed and updated at least once every five years, and has been posted on our website. Upon request, Libro Credit Union will provide a copy in an accessible format.

### Service Animals and Support Persons

Libro welcomes people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the general public.

Libro welcomes people with disabilities who are accompanied by a support person and if requested, they will have access to the support person while doing business at Libro. When assisting a person with a disability at a Libro-sponsored event, the support person will be able to attend the event at no charge when there is a cost for the event.

### Assistive Devices

Libro Credit Union is committed to serving people with diverse disabilities who provide their own assistive devices to obtain, use or benefit from Libro's services. If the assistive device presents a safety or accessibility concern, Libro will develop measures that will enable them to access our services.

Libro will have considerations for accessibility when designing or acquiring our self-service kiosks (i.e. ATMS, Owner computer stations, etc.); if not able to accommodate, we are committed to arranging a comparable service, to better serve persons with disabilities.

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## Communication

Libro Credit Union will communicate to people with disabilities in ways that take into account their disability. Libro trains staff on how to interact and communicate with the diverse community and people with various types of disabilities.

Upon request, Libro Credit Union will provide, or will arrange for the provision of accessible formats and communication supports for persons with disabilities in a timely manner that takes into account the person's accessibility needs due to their disability. Libro Credit Union will consult with the person making the request in determining the suitability of an accessible format or communication support.

## Notice of Temporary Disruption

When temporary disruptions occur to the facilities or services provided by Libro Credit Union, a reasonable effort will be made to provide notice of disruption to Owners and the public. The notice will include information about the disruption, its anticipated duration and a description of alternative facilities or services, if any, that may be available. This notice will be posted at public entrances.

## Training for Staff

Libro provides all staff with training as required by the Accessibility for Ontarians with Disabilities Act, 2005.

## Feedback Process

Libro is committed to ensuring its services are accessible to people with disabilities. Feedback about service delivery for people with disabilities can be provided:

### **By Mail:**

Libro Credit Union  
217 York St., 4<sup>th</sup> Floor,  
London, Ontario N6A 5P9  
Attention: AODA/ Human Resources

**By Phone:** 1-800-361-8222

**By Email:** [service@libro.ca](mailto:service@libro.ca)

All feedback will be directed to the appropriate individuals for review and any necessary action.

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